

MISSION

Through education,
regulation and enforcement
we ensure the overall safety and welfare
of the public.

Tennessee Department of Safety Strategic Goals 2004

VALUES

Professionalism
Integrity
Pride

SAFE AND HEALTHY COMMUNITIES	
Goal 1: HIGHWAY SAFETY By FY 2009, the fatality rate on Tennessee roadways will have an overall decrease of 10%.	Key Indicator Fatalities per 100 million Vehicular Miles Traveled
Department Strategies <ul style="list-style-type: none"> Combine Safety Ed efforts Manage problem drivers more effectively Step up targeted enforcement initiatives Provide technological infrastructure and solutions 	Program Indicators <ul style="list-style-type: none"> Number of fatalities overall, and w/ large trucks Number of fatal/injury crashes Response time to fatal/injury crashes Timely uploads of inspection, CMV crashes Quality school bus inspections Quality/safety of pursuit vehicles Increased MREP students; quality inspections Extensive safety ed presentations to public, law enf Quality basic, specialized training for local law enforcement agencies Timely POST payments, audits Timely mandatory suspension letters Timely driver improvement hearings Anti-theft (salvage inspections)
RESPONSIVE GOVERNMENT	
Goal 2: CUSTOMER SERVICE By FY 2009, gather baseline survey data from at least 6 key customer groups/stakeholders	Key Indicators Number of groups surveyed (# surveys, results by group)
Department Strategies <ul style="list-style-type: none"> Extend current website survey Periodic dl customer surveys General public perception of safe highways Targeted key group surveys 	Program Indicators <ul style="list-style-type: none"> Self-service options (web, automated phones) Timely service: driver license counter time; handgun permits; T&R titles by clerks, registration errors Quality initiatives for T&R Satellite or partnered offices (IFTA/IRP, county clerks with driver license services) Abandoned phone calls, T&R
SAFE, HEALTH COMMUNITIES / RESPONSIBLE GOVERNMENT	
Goal 3: QUALITY DATA By FY 2009, improve accuracy, timeliness and completeness of data we receive	Key Indicators Percentage of crash and TN court data received electronically
Department Strategies <ul style="list-style-type: none"> Promote electronic records to courts; Convert crash report to electronic; equip patrol cars; enable other lea's to report electronically Extend electronic format to other forms, reports (3rd Party tests, MREP, THP tickets, IFTA, etc) 	Program Indicators <ul style="list-style-type: none"> Progress of 800 MHz build-out; towers maintained with "zero" downtime % electronic crash, TN court records
RESPONSIBLE GOVERNMENT	
Goal 4: VALUED EMPLOYEES Through FY 2009, invest in our employees so that the turnover rate does not exceed 10%	Key Indicators Turnover rate
Department Strategies <ul style="list-style-type: none"> New Employee Orientation program Active recruitment; refinement of examinations, class-comp Training needs assessment; broad plan Seek employee input, feedback 	Program Indicators <ul style="list-style-type: none"> Turnover rate by division % of employees given New Employee Orientation Number of classifications updated % employees receiving training annually